

This manual provides instructions for the following:

1. Logging into e-KOBE, and checking your application history
2. Paying processing and postage fees through the application history page (via credit card, PayPay, or LINE Pay only)

## 1. Log in to e-KOBE and check your application history

*e-KOBE Smart Application System main page:*

<https://lgpos.task-asp.net/cu/281000/ea/residents/portal/home>

① Log in to the e-KOBE Smart Application System.

Go to the main page and click/tap on the **Log In**\*1 button in the upper right corner of the screen.

\*1 ログイン



② Enter your user ID (email address)\*1 and password\*2, then click/tap **Log In**\*3.

\*1 利用者 ID (メールアドレス)

\*2 パスワード

\*3 ログイン



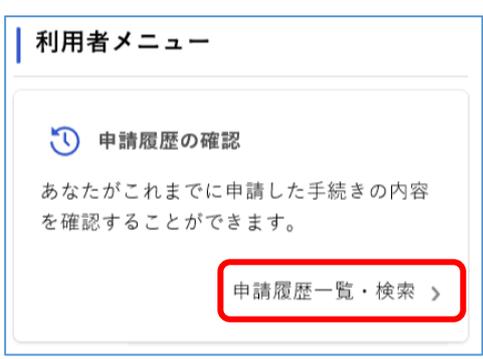
③ If the user ID and password are correct, you can log in.

Scroll down to My Page\*1 and click/tap on **See More**\*2.

\*1 マイページ

\*2 もっと見る



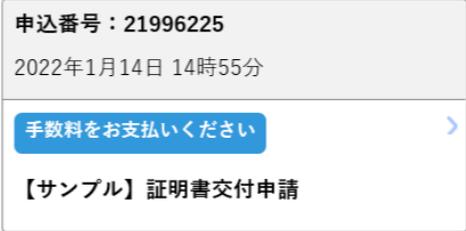
		
<p>④</p>	<p>Under the User Menu*<sup>1</sup> within My Page, click/tap <b>Application History Summary/Search</b>*<sup>2</sup>.</p> <p>*<sup>1</sup> 利用者メニュー *<sup>2</sup> 申請履歴一覧・検索</p>	
<p>⑤</p>	<p>A list of your past applications will be displayed. Search by application number*<sup>1</sup>, or scroll through the list to find the application you are looking for, and select it.</p> <p>If you have received a request for payment from Kobe City, it will display, “Please pay the processing fee.”*<sup>2</sup></p> <p>*<sup>1</sup> 申込番号から検索 *<sup>2</sup> 手数料をお支払いください</p>	

## 2. Pay processing and postage fees through the application history page

### Caution

Postage and processing fee payments can be made on e-KOBE using a credit card (VISA, Mastercard, JCB, AMEX, Diners) or online ID (PayPay, LINE Pay).

You cannot complete your application on e-KOBE without a credit card or PayPay/LINE Pay ID. Please cancel your application before contacting the relevant department listed as a contact point for inquiries regarding that specific application.

<p>①</p>	<p>From the Application History Summary, select the application number.</p> <p>If you have received a request for payment from Kobe City, it will display, “Please pay the processing fee.”*1</p> <p>*1 手数料をお支払いください</p>	 <p>申込番号：21996225 2022年1月14日 14時55分</p> <p>手数料をお支払いください &gt;</p> <p>【サンプル】証明書交付申請</p>
<p>②</p>	<p>The payment amount and method will be displayed, so click/tap <b>Pay the processing fee</b>*1.</p> <p>*1 手数料を支払う</p>	 <p>申請内容照会</p> <p>申請状況</p> <p>手数料をお支払いください</p> <p>手数料 支払額：9,000円 利用可能な支払方法：クレジットカード、PayPay、LINE Pay</p> <p>手数料を支払う</p>
<p>③</p>	<p>Select your desired method of payment.</p>	 <p>支払方法の選択   手数料の支払   手数料の支払完了</p> <p>支払方法の選択</p> <p>クレジットカード &gt;</p> <p>PayPay &gt;</p> <p>LINE Pay &gt;</p>

④-1

If you selected Credit Card, enter your credit card number\*<sup>1</sup>, the expiration date\*<sup>2</sup>, and the security code\*<sup>3</sup>, then click/tap **Pay the processing fee**\*<sup>4</sup>.

\*1 クレジットカード番号

\*2 有効期限

\*3 セキュリティコード

\*4 手数料を支払う

④-2

If you selected PayPay or LINE Pay, click/tap **Pay the processing fee**\*<sup>1</sup>. A site redirect confirmation message will be displayed, so click/tap **OK** and make your payment at the redirected site.

\*1 手数料を支払う

(Smartphone users will be redirected to pay via the selected payment method's app. Once you click/tap **OK**, you will be unable to select a different form of payment for a set period of time (5 minutes for PayPay, 20 minutes for LINE Pay). If you are unable to make a payment due to reasons such as an error in the app settings, and you wish to change the payment method, please wait for the allocated amount of time before reattempting to make a payment.)

(PC users should either input their PayPay/LINE Pay login information or scan the displayed QR code with their smartphone to conduct the payment.)

⑤

You have completed the payment process.  
You can either return to the Application History Summary or close the window to end your session.

手数料の支払

支払完了

お支払いを受付けました。  
手続き名：【サンプル】証明書交付申請  
申込番号：21996225  
お支払い金額：720円

手続きの完了までもうしばらくお待ちください。